

DESCRIPTION/SPECIFICATIONS STATEMENT OF WORK

Bureau of Public Affairs, Office of Press Relations (PA/PRS)

DRAFT STATEMENT OF WORK-April 4, 2017

TYPE OF CONTRACT

The Government contemplates a Labor Hour, Indefinite Delivery-Indefinite Quantity (IDIQ) type contract under the structure of a Performance-based acquisition, as defined in FAR 37.101. This arrangement is based upon the Government-developed Quality Assurance Surveillance Plan (QASP).

1. SCOPE OF WORK

a. The Contractor shall provide dedicated personnel and furnish all labor, equipment and materials necessary to perform full time transcription services for the Department of State and the Secretary of State. Types of transcription services include, but are not limited to: speeches, remarks including with foreign minister counterparts, briefings including the Spokesperson's daily press briefing, meetings, interviews, news conferences, toasts and toast responses to dignitaries, news reports or portions of broadcast programs, teleconference briefings with Department officials, digital video conferences, Washington and New York Foreign Press Center briefings and events, and Department oral history projects. This work would be under the direction of the State Department's Office of Press Relations, Bureau of Public Affairs. The Contractor shall be based in Washington, DC and provide dedicated personnel to the contract, who will occupy workspace in the Department to maintain a daily onsite presence and access internal audio feeds at Main State (HST). Additionally, the contractor shall maintain the capacity for individuals to work remotely from their home residences to ensure full coverage. The Contractor shall provide transcription services for a wide variety of settings at the State Department and as necessary on location in other areas of the world, and shall have processes for receipt of audio for all such locations. Settings in the State Department include, but are not limited to the following areas: the Press Briefing Room, the Secretary's office and other diplomatic rooms in the State Department, the State Department Studio, the C Street Entrance and other outside areas, the Spokesperson's office or the office of any other staff member. Settings throughout the country may include but are not limited to: Andrews Air Force Base, the United Nations Headquarters, the U.S. Mission to the United Nations, a variety of temporary press office facilities and a variety of indoor and outdoor locations where press conferences may be given or meetings held. Settings abroad may include but are not limited to hotel rooms, embassy offices and aboard an aircraft.

b. All work shall be performed in a businesslike manner and according to the highest professional standards. Transcribers shall be properly attired as consistent with professional protocol, semiformal to business casual.

c. The Contractor shall at all times promptly provide as many dedicated transcribers, and maintain such staff and equipment as may be necessary, for the prompt taking and

furnishing of satisfactory transcripts. To achieve this, the Contractor shall have sufficient dedicated staff available to provide 24/7, 365 day coverage as required, to allow near or real time transcription of the Secretary's public events, and those of other senior Department officials, in Washington and during the Secretary's frequent and extensive overseas travel in all time zones. The Contractor can expect to provide an average of four dedicated people on a full-time daily basis to support requirements, but must be capable of expanding the pool of available staff to a minimum of six transcribers to support multiple events in the Washington, DC area. On many occasions, activity continues in the State Department even when the Secretary and her/his staff are traveling, and the Contractor must be able to meet these competing sets of requirements simultaneously, maintaining if necessary a full operation in Washington, DC and in support of the Secretary's travel domestically and overseas. The Contractor shall increase or decrease the pool as deemed necessary by the Government. The transcriber pool must be primarily dedicated to supporting this contract and must be available to support all requirements when requested by the Office of Press Relations.

d. The Contractor shall provide the appropriate number of dedicated onsite transcribers, as requested by the Contracting Office Representative (COR), on a routine daily basis during standard work hours and at any other time circumstances warrant. Contractor personnel shall be available for duty onsite at the State Department, or remotely if appropriate, within 30 minutes from the time of initial notification by the Office of Press Relations. The Contractor will not be required to provide personnel for travel outside the Washington, DC area. For purposes of this contract, the "Washington, DC Metropolitan area" shall be considered to include the District of Columbia; the northern Virginia cities and counties of Arlington, Alexandria, Fairfax, Prince William and Loudoun; and the suburban Maryland counties of Prince George's, Calvert, Montgomery, Anne Arundel, and Charles.

e. The Contractor shall provide to the Contracting Officer Representative (COR) a designated Point of Contact which can be reached by cell phone 24 hours a day, seven days a week. The Point of Contact will be able to notify personnel to respond to requirements as set forth in subparagraph "d" above. During the Secretary's overseas travel, the Contractor will schedule an on call transcriber to cover all incoming requests for transcription, to include overnight, weekends and holidays.

f. The Contractor shall provide his/her own transportation within the Washington, D.C. area.

2. DESCRIPTION/SPECIFICATIONS

a. The Contractor shall furnish all necessary equipment and supplies which shall be solely dedicated to the support of this contract. This includes any equipment not provided by the Government. The Government will provide computer terminals and printers required for onsite transcription and laptop computers and printers required for transcription in other venues. Transcription from digital audio files and using encrypted

flash drives is required. The Contractor will provide a minimum of four digital recorders for playback and transcription purposes.

b. The Contractor shall have the capability to receive and transfer digital audio files via email, google drive or other established site sharing means, transcribe those recordings, and send a prepared text back to the originator. During the Secretary of State's overseas travel, the Contractor shall have an established process to coordinate with Embassy personnel on audio transmission, according to a notional schedule of the Secretary's public events and media engagements.

c. Working space, though limited, will be provided by the Government in the State Department (HST) building at 2201 C Street NW, Washington, DC. Additionally, a minimum of one telephone line will be provided, as well as a mult-box with connections to various State Department locations. Contractor personnel must be able to operate this equipment independently. A minimum of 4 electrical wall outlets will be provided.

d. The Contractor must be capable of setting up the necessary recording equipment at any location within 5 minutes and begin recording. Contractor personnel shall handle spontaneous requirements and situations where sound amplification systems are not available or visual contact with the speaker(s) is impossible.

e. Recording equipment must be highly portable, DC battery powered, redundant in nature or application to ensure recording capability is not impaired by mechanical or electrical failure, and operator monitored to ensure proper recording. Electronic recording systems must be unobtrusive and of such quality as to ensure clear voice recordings in a wide variety of situations and environments noted previously, including question-and-answer sessions where they may be located at some distance from the speakers, with foreign officials whose first language is not English, and via interpretation. Podium or desk microphones cannot be used under this contract.

f. Contractor transcribers must be capable of working on PC equipment and using Microsoft Outlook and Word to transcribe and transmit finished transcripts.

3. REPORTING METHODS, ACCURACY AND DISTRIBUTION

a. State Department transcripts are made available to the general public and global press corps as an authoritative record of U.S. foreign policy. As such, accuracy and fast turnaround times are crucial. These requirements dictate that only the best-qualified, experienced transcribers should be assigned to satisfy the demanding and somewhat unusual requirements of this contract.

b. Transcriptions shall be in a single copy submission on a RUSH COPY basis: that is, as directed by the COR. Contractor personnel will distribute draft and final transcripts, as required. The Contractor must provide transcripts quickly and accurately, and shall work directly with the State Department Press Office in editing and correcting transcripts. For example, a 30- to 40-minute press conference should be transcribed and

be near 100 percent accurate within 60-90 minutes after completion of the press conference. To do so, Contractor personnel must be able to begin transcription while the event is in progress and reporting remains underway. Final authority for the form and content of the transcript rests with the COR, and the Contractor's transcribers are responsible for producing transcripts to the satisfaction of the staff of the Contracting Officer's Representative. On days when there are multiple transcripts (volume per week can average 25 transcripts of varying lengths and complexity), Contractor personnel shall have a proven method to make determinations on priority order and organize work flow to maximize efficiency and output.

c. All transcripts will be proofread for errors in spelling and punctuation by Contractor personnel, and names and titles, including those of foreign leaders and locations, should be accurate and conform to the Department's standard spellings. Corrections will be made before submitting materials to the Contracting Officer's Representative, except when specifically relieved of this responsibility by the COR. Corrections will be made at no cost to the Government. Occasionally, audio files that require transcription will be provided from other sources. Contractor personnel must be capable of providing a quick and accurate transcript from this source, provided the audio file is of acceptable quality to allow for an accurate transcription.

d. Upon completion of transcription and approval of copy by COR, Contractor personnel shall reproduce and distribute by electronic means transcript documents, as required/directed by the COR.

4. TRANSCRIPTS

a. All transcripts will be prepared in conformity with the requirements of the Statement of Work. The following basic requirements apply: All transcripts are to be typed single-spaced. The first page will have a set masthead, including the U.S. Department of State and the Office of the Spokesperson, the title and place of the event, the start time of the event, and the names of the individuals involved. The index (press briefings) or the first paragraphs of the transcript (press interviews) will follow. Individually numbered pages will then follow consecutively. The COR will provide approved templates. The Government reserves the right to request an alternate format. However, any changes to the standard format will be provided in writing to the Contractor's onsite representative at least 30 minutes before the start of the event. If format changes are required after the completion of the transcript, the cost for such changes will be borne by the Government unless the Contractor was advised in writing that a different format would be utilized.

5. REPORTS

a. The Contractor shall submit a monthly cost and performance report. The report will include a detailed record of hours and days expended, the specific work accomplished, and costs accrued on a daily basis. Any supply or expense incurred by the Contractor for the benefit of the Government as set forth in this contract shall be itemized

with appropriate receipts attached. The report shall be submitted to the COR for certification and further processing. The COR shall be notified in writing of onsite personnel changes.

b. Normally, services will be provided between the hours of 9:15 a.m. and 6:15 p.m., Monday through Friday. The period may, upon sufficient notice (i.e., prior to release from duty the previous evening), fluctuate to a period between 8:00 a.m. and 8:00 p.m. A Contractor onsite supervisor will be required to be at the Department of State during the normal working hours of the Office of Press Relations, 9:15 a.m. to 6:00 p.m., Monday through Friday, or an alternative 8 hour time schedule as agreed in writing between the Contractor and the COR. Transcribers will be required to be on site to cover the Spokesperson's daily press briefing (normally between 12:30 p.m. and 5:00 p.m.), and additional hours as special requirements arise. The onsite supervisor will be advised by the COR whenever additional hours are required. The Contractor is required to work overtime as requested by the COR for transcribing services provided in excess of eight hours per day or in excess of 40 hours per week per individual. Personnel required to work Saturday, Sunday, National Holidays, or called upon after 8:00 p.m. will be guaranteed a minimum of 2 hours work, depending on the job requirements to be performed. The Office of Press Relations will certify cost incurred for hourly and overtime rates when the Contractor's monthly cost and performance is submitted.

c. The Contractor will receive payment for only those personnel designated as being on duty; this includes personnel actually performing and those "engaged to wait." The COR shall be advised of the number of personnel employed daily. The Contractor shall be notified when an unanticipated increase in requirements dictates the need to bring in additional personnel. Contractor personnel shall be required to formally verify and document hours of performance to the COR on a daily basis. Means of verification shall include, but are not limited to, sign-in sheets or time cards. Close coordination with the COR is necessary to ensure requirements are met and the contractor services provided are appropriately verified.

d. The Contractor's site supervisor or senior person onsite shall be accessible by telephone, email or other electronic device at all times.

6. SECURITY REQUIREMENTS

a. Contractor personnel do not require a security clearance, as the work does not include transcription of classified materials.

b. All contractor personnel assigned to this contract will undergo a background check and must be approved by the Bureau of Diplomatic Security for a public trust position.

7. TRAVEL AND SUBSISTENCE

- a. Contractor personnel are not required to travel outside the Washington, DC area.

8 INCORPORATION OF CONTRACTOR'S TECHNICAL PROPOSAL (OF/95)

- a. The Contractor shall perform this contract in accordance with its technical proposal dated TBD and any revisions thereto submitted in response to Solicitation No. XXXXXX.

- b. The Contractor's technical proposal is incorporated by reference and hereby made subject to the provisions of the "ORDER OF PRECEDENCE" clause in SECTION 1 of this contract. Under the "ORDER OF PRECEDENCE" clause, the Contractor's technical proposal shall follow "the specifications" in the order of precedence.

SUPPLIES OR SERVICES AND PRICES/COSTS

CLIN 0001

Description: Within Washington DC Area - Transcribing Services during an 8-hour period normally between 9:15 AM to 6:15 PM (one hour unpaid lunch break) Monday through Friday. This scheduled work time may change upon sufficient notice (i.e. prior to release from duty the previous evening), provided the change is for a continuous eight hours period occurring any time between 8:00 AM to 8:00 PM.

CLIN 0002

Description: Within Washington DC Area - Providing continuous Transcribing Services and related services during an 8-hour period normally between the hours of 9:15 AM to 6:15 PM, Saturdays, Sundays and National Holidays (one hour lunch not included). The 8-hour period may upon sufficient notice (i.e. prior to release from duty the previous evening) fluctuate to any continuous 8-hour block between 8:00 AM to 8:00 PM.

CLIN 0003

Description: Outside Washington DC Area -Transcribing Services and related services during an 8-hour period normally between the hours of 9:15 AM to 6:15 PM, Monday through Friday (one hour lunch not included). The 8-hour period may upon sufficient notice (i.e. prior to release from duty the previous evening) fluctuate to any continuous 8-hour block between 8:00 AM to 8:00 PM.

CLIN 0004

Description: Outside Washington DC Area - Providing Continuous Transcribing Services and related services during an 8-hour period normally between the hours of 9:15 AM to 6:15 PM Saturdays, Sundays, and National holidays (one hour lunch not included). The 8-hour period may upon sufficient notice (i.e. prior to release from duty the previous evening) fluctuate to any continuous 8-hour block between 8:00 AM to 8:00 PM.

CLIN 0005

Description: Overtime - Transcribing and related services outside, or in addition to, the 8-hour period, Monday – Friday.